

Madeline Mapes

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<https://www.raconteurfreelanceandphotography.com/>

I am looking for a long-term position that is challenging, yet rewarding. I have experience in office administration, customer service, public speaking and communications. My easy-going personality makes me a good fit for any work environment.

WORK EXPERIENCE

Excelsior Plastics Industries, Inc.

Office Manager

September 2022-September 2023

- Managed the office for a family-owned plastics injection molding company
- Handled hiring and human resources for the company, and networked with insurance companies and investors to manage health benefits and 401(k)s for the employees
- Managed payroll through Paycor, kept track of accounts payable/accounts receivables utilizing ECI Jobboss2 to track billing as well as online portals to pay the bills
- Assisted CEO and President with office needs
- Collaborated with the team on areas of improvement, including writing policies, purchasing necessary items, brainstorming solutions for company improvements, etc.
- Aided customers and vendors with orders, issues and payments
- Revised and expanded the company handbook

VFW Magazine/Checkpoint

Freelancer and Internship (July 1-July 31, 2020)

January 2021-Present

- Conducted interviews with veterans and conducted necessary research to complete all articles
- Wrote articles for a nation-wide magazine based on a given assignment
- Gathered photos as needed through submissions by interviewees
- Collaborated with the VFW Magazine team as needed
- Reached out in advance to set up interviews with subjects in order to adhere to given deadlines

Alpha Gamma Rho Fraternity

SICKLE & SHEAF magazine/ *Growth Report*

Communication Manager

May 2021-September 2022

- As the Communications Manager, my focus was creating two 30-to-40-page national magazines a year, a 50-page financial report for all national members of the Fraternity. I also managed all social media, the website, prepared for events and created any other creative content for the organization
- Wrote articles, took photos and utilized adobe creative suite to create content for the magazines, the financial report and other content (digital or print)
- Utilized Drupal content management system for the AGR website
- Collaborated with other team members to gather information for content creation
- Managed volunteer contributors to assemble works for biannual magazine and annual financial report called the Growth Report

- Assisted the CEO and other team members with projects involving communication from PowerPoints to pamphlets for events
- Prepared and helped run events for the organization by preparing all marketing materials and working with outside companies to supply communication needs at the event such as mics, speakers and other audio/visual items.
- Worked in an office setting and aided in ordering items for the office when needed, especially in relation to communication

KC Medicine Magazine

Freelancer

September 2022-October 2022

- I wrote articles based on given assignments, which included writing interview questions, conducting interviews and conducting research as needed
- Scheduled interviews in advance to adhere to given deadlines
- Solicited photos from interviewees to be used in publication

Northwest Missouri State University

The Missourian

News Reporter/Assistant News Reporter

October 2019-May 2021

- Wrote articles based on given assignments and weekly deadlines
- Participated in the editing process every week before publication
- Covered city or campus activities, events, meetings, etc.
- Took photos as needed
- Publish articles on social media including Facebook and Twitter
- Used Hootsuite to publish social media posts
- Created a weekly social schedule for social media posts
- Edited News Reporters' work and coached them in their writing/reporting

The Savannah Reporter

Intern

August 2020-November 2020

- Created written and photographed pieces for The Savannah Reporter to publish in their weekly newspaper
- Edited articles before submitting to supervisors
- Finished articles and submitted photos by strict deadlines
- Took photos and solicited photos from interviewees

Northwest Missouri State University

Research Assistant

January 2020-April 2020

- Gather data and conduct research on college/university campus newspapers' online content
- Research websites and social medias for these newspapers
- Work with supervisors to create and refine a taxonomy
- Analyze and discuss data with supervisors to come to a conclusion of the study

Red Rooster Inn

Waitress

July 2018-May 2019

- Greeted customers when they came in
- Took drink and food orders
- Provided customer service in person and over the phone when taking orders
- Cash handling experience
- Managing multiple orders and tables at the same time
- Problem solving
- Item and order memorization
- Cleaning tables between customers and at close

Metropolitan Community College-Maple Woods

Learning Resources Center Writing Lab Tutor

January 2018-September 2018

- Assisted students with course material involving reading and writing in a one-on-one setting or in small group
- Coached students through the essay writing process
- Helped students develop ideas for essays, theses and other writing topics
- Edited articles for spelling grammar, overarching themes, sentence structure and comprehension

EDUCATION

Northwest Missouri State University

Bachelor's Degree: Bachelor of Science

Major: Multimedia Journalism

Completion: May 2021

GPA: 3.92

Metropolitan Community College-Maple Woods

Associates in Arts Degree

Awarded: May 2019

GPA: 3.87

REFERENCES

Tim Dyhouse

Editor-in-Chief at *VFW Magazine*

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